

at least one customer server located at each one of a plurality of service suppliers,
each customer server being configured to be connected to the network; and

a shared resources host server connected to the network and configured to receive
therefrom service requests from users also connected to the network and to initially respond
to each received service request to determine the service supplier concerned therewith, and to
then direct each received service request to the at least one customer server at the concerned
service supplier for execution of a respective service logic associated with services provided
thereby.

3b
c1
2. (Twice Amended) The system according to claim 1, wherein the shared resources
host server is connected to the network through an interface and comprises:

B6
a protocol stack subsystem with an interface that:

receives calls from a data network at an exchange;

detects incoming calls and captures caller and called party numbers;

detects dial tones;

generates coding-decoding media data streams; and

receives media coding-decoding data streams;

a command interpreter subsystem that:

generates messages on detection of new calls to each customer server;

generates event messages; and

uses the commands from the customer servers.

3b
a1
B7
6. (Twice Amended) The system according to claim 1, wherein each customer server
is provided as software running at each one of the plurality of service suppliers that receives
events signaled by the shared resources host server and provides commands in reaction to
these events.

5b7
u 7. (Twice Amended) The system according to claim 6, wherein the software is running on a computer at each one of the plurality of service suppliers, the computer being provided with two network interfaces, one network interface being connected to the network to communicate with the shared resources host server and the other network interface being connected to a company private network in order to dialog with customer databases.

5b7
u
B8 8. (Amended) The system according to claim 1, wherein the shared resources within the host server include a voice recognition means operating on input data representing voice parameters calculated in a user's station.

9. (Amended) The system according to claim 1, wherein the network is an IP network.

Please add new Claims 10-16 as follows:

5b7
u --10. (New) The system according to Claim 1, wherein the shared resources within the host server include voice resources.

11. (New) The system according to Claim 1, wherein the shared resources within the host server include video resources.

B9 12. (New) A shared resources host server for accessing a plurality of customer services through a telecommunications network comprising:

interface means for connection to the network;

means for communicating through the network interface means with a plurality of customer servers respectively managing said customer services;

means for communicating through the network interface means with a plurality of user stations, by means of man-machine interface resources shared among the customer servers;

means for processing service requests received from the user stations to identify a respective customer server for which each service request is intended;

means to notify each one of the service requests to the customer server identified therefore;

means responsive to a service logic executed at said identified customer server to exchange information by means of the shared man-machine interface with the user station from which said one of the service requests has been received.

13. (New) The shared resources host server according to Claim 12, wherein the means for communicating with user stations include voice recognition means operating on input data representing voice parameters calculated in one of the user stations.

14. The shared resources host server according to Claim 12, wherein the man-machine interface resources include voice recognition and voice synthesis resources.

15. The shared resources host server according to Claim 12, wherein the man-machine interface resources include video resources.

16. The shared resources host server according to Claim 12, wherein the means for communicating with the customer servers are arranged to provide ciphered communications with said customer servers over the network.--